

- Do not sign anything until you have read, understood, and agreed with it. The carrier must provide you a legible copy of everything you sign. Never sign a blank, incomplete, or illegible form or a form you do not understand.
- Do not argue with the carrier's representative. If you have a problem, call your nearest transportation office.

After the Move

- Do NOT get rid of your DD 1840 or any other forms the carrier gives you.
- Have the carrier unpack all boxes and assemble disassembled furniture.
- Note any obvious loss or damage on the DD Form 1850/1850R or equivalent form provided to you by the carrier.
- If you have any missing/destroyed items, visit www.move.mil to file your claim or go to your nearest Claims Office or visit us online at www.jagcnet4.army.mil/pclaims For more information, see our other brochures.

Tips for a Smoother Move

- Photograph items in your home prior to the move.
- Be prepared for the movers, organize your belongings, and know the value and condition of your items.
- Review each item on your inventory and verify that the condition is listed accurately.
- Ensure that all electronic items are listed with the make, model, and serial number on the inventory.
- Hand carry jewelry and other small, but highly-valuable items along with receipts, pictures, and other documents that substantiate the ownership and value of your belongings.
- Keep everything the carrier gives you.

**WIESBADEN CLAIMS OFFICE
ROOM 223, BLDG. 1023W
(inside Welcome Center)
CLAY KASERNE, WIESBADEN**

HOURS OF OPERATION

**MONDAY, TUESDAY,
WEDNESDAY, FRIDAY
0900-1200; 1300-1600**

**THURSDAY
1300-1600**

BEFORE YOU PCS



**Headquarters, US Army Europe
Wiesbaden Legal Center
Building 1023W, Room 223
Clay Kaserne Welcome Center**

**Phone: 537-0664 (DSN)
0611-143-537-0664 (CIV)**

Updated: 1 December 2014





Before You PCS

Moving can be very stressful. That stress is compounded when a service member and his/her family receives their household goods at their new duty station only to find that many of their valuables were either lost or damaged during the move. If you are proactive, there are things that you can do to increase the likelihood that all of your household goods will arrive intact at your next duty station.

Your household goods inventory is extremely important. It provides evidence of the contents of your household goods shipment, the condition of your items prior to shipment, and substantiates you as the owner of these items. As the movers inventory your belongings, ask to review each page of the inventory as it is prepared. This allows you time to verify that all items are listed and that their condition is accurate.

You should always hand carry irreplaceable items and small valuable items such as jewelry, money, and other items that could easily be lost or stolen.

Before/During the Move

- Prepare your belongings prior to the movers coming to pack them. Place like items together and count the number of CDs, DVDs, etc. that you own.
- Ensure each carton and loose item (e.g., ladders, rakes) has an inventory tag and is listed on the inventory.
- Ensure the content of cartons accurately identifies the property. If a box contains crystal or china, make sure the inventory says “crystal” or “china” not “kitchen items.” Ensure the items are listed with brand name if applicable (e.g., Wedgewood, Swarovski).
- Identify contents left in drawers. Ensure that the inventory reflects the contents.
- Ensure that electronic items (e.g., stereo components, televisions, cameras, video recorders, DVD players, phones) are listed on the inventory with make, model number, serial number, and size.
- CDs, DVDs, and any other items of

which you own multiples should be counted and the number should be listed on the inventory.

- Collectable items should be identified by artist or brand name.
- Monitor the wrapping and packing of your items; ensure everything is wrapped individually and adequately. Make sure heavy items aren't packed on top of lighter items.
- The condition of furniture items will usually be reflected by a property code. These codes are called “exception symbols” and “location symbols.” They are explained on the top of each inventory page. Check the string of symbols listed for each item closely, and ensure that they accurately reflect the condition of the item at the time of pickup.
- If your inventory is inaccurate, tell the representative from the moving company and indicate the inaccuracy on the bottom of the inventory in the space labeled “Exceptions.” When addressing an inaccuracy, identify the inventory line number, the name of the item, and the specific reason why you disagree with the inventory.